GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:5034
ANSWERED ON:10.05.2007
COMPENSATION/ ACCOMMODATION ON DELAY OF FLIGHTS
Mahato Shri Narahari

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India (AI) continuing their poor form in the recent past;

(b) if so, the number of planes hit by technical snags during the last three years alongwith the reasons therefor;

(c) whether the AI has failed to accommodate/compensate to their passengers;

(d) if so, the details and the reasons therefor; and

(e) the remedial steps taken/proposed to be taken by the Government in this regard?

Answer

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a): No, Sir. In fact, despite severe competition and galloping fuel price, Air India has been consistently making profits for the last five-years by improvement in its product and through strategic marketing initiatives.

(b): Over a period of time, technical snags occur in aircraft due to failure/unserviceability of various components/parts, damage to engine due to bird hits, tyre burst, hydraulic leak, pressurization snags etc. The aircraft in Air India's fleet are maintained in the highest airworthiness standards and meet all the requirements of regulatory authorities.

(c), (d) and (e): It has always been Air India's endeavour to minimize causes of passengers discomfort in the case of delays. Immediate care is provided to passengers in the form of meals, transportation, hotel accommodation, use of lounges etc. All efforts are made to ensure that passengers are made as comfortable as possible under the circumstances. Depending on the extent of delays of flights, passengers are either transferred on to other carriers, if seats are available or accommodated at the expense of the airlines or facilitated to travel on the next Air India flight.